



PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	Group Art Unit:
Carl Schoeneberger et al.	)	Examiner:
Serial No.: 10/632,615	)	<b><u>TRANSMITTAL LETTER</u></b>
Filed: July 31, 2003	)	162 N. Wolfe Road
For: <b>CONTACT CENTER</b>	)	Sunnyvale, CA 94086
<b>ARCHITECTURE</b>	)	(408) 530-9700
	)	Customer No.: 28960

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 3-19-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP

Date: 3-19-04 By: [Signature]



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	)	
Serial No.: 10/632,615	)	<b>CERTIFICATION FOR</b>
	)	<b>SUPPLEMENTAL INFORMATION</b>
Filed: July 31, 2003	)	<b>DISCLOSURE STATEMENT UNDER 37</b>
	)	<b>CFR § 1.97(e)</b>
For: <b>CONTACT CENTER</b>	)	
<b>ARCHITECTURE</b>	)	162 North Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I hereby certify that the attached four (4) references contained in this information disclosure statement were cited within an International Search Report (ISR) mailed on February 26, 2004. **Accordingly, the references contained in the supplemental information disclosure statement were cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**



Attorney Docket No.: PATENT  
NUASI-00101

### Identification of Person Making Certification

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 3-19-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
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	)	Sunnyvale, CA 94086
	)	(408) 530-9700

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P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 6,219,648 B1;
- U.S. Patent No. 6,188,761 B1;
- U.S. 2003/0018702 A1; and
- U.S. 2003/0195753 A1.



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This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 3-19-04

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

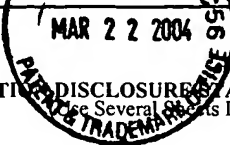
Attorneys for Applicants

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HAVERSTOCK & OWENS LLP

Date: 3-19-04 By: [Signature]

FORM PTO-1449 (Modified)		U.S. Department of Commerce Patent and Trademark Office	Attorney Docket No.: NUASI-00101	Serial No.: 10/632,615
<b>INFORMATIONAL DISCLOSURE STATEMENT BY APPLICANT</b> (See Several Sections If Necessary) (37 CFR § 1.98(b))			Applicants: Carl Schoeneberger et al.	
			Filing Date: 07/31/03	Group Art Unit:

U.S. PATENT DOCUMENTS							
Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patentee	Class	Subclass	Filing Date
	AA	6,219,648 B1	04/17/01	Jones et al.	705	8	03/31/98
	AB	6,188,761 B1	02/13/01	Dickerman et al.	379	265	10/22/97
	AC	2003/0195753 A1	10/16/03	Homuth	705	1	04/10/02
	AD	2003/0018702 A1	01/23/03	Broughton et al.	709	202	01/30/01
	AE						
	AF						
	AG						
	AH						
	AI						
	AJ						

FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS								
		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AK							
	AL							
	AM							
	AN							
	AO							

OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)		
	AP	
	AQ	
	AR	
	AS	
	AT	
	AU	
	AV	
	AW	
	AX	
	AY	
	AZ	

Examiner:	Date Considered:
EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	